

社 會 服 務



Community Services



227

服務單位
Service Units



61,229

登記義工
Registered Volunteers



419,698

服務使用者
Service Users

東華三院的社會服務多元化，其中包括以照顧家庭、兒童及青少年、長者及殘疾人士需要的福利服務，以求達到「優質照顧，全人發展」的服務目標。

TWGHs community services provide a wide spectrum of social welfare services to cater for the needs of families, children and youth, the elderly and people with disabilities to achieve "Quality Care, Holistic Development".



服務概覽

Service Overview

安老服務

東華三院透過轄下66個安老服務單位為長者提供社區支援、院舍及長者專門服務，照顧他們各方面的需要，讓他們安享富尊嚴及愉快的生活，達至圓滿人生。單位資料詳列於附錄C1。

青少年及家庭服務

東華三院轄下青少年及家庭服務的服務範圍包括日間幼兒服務、兒童住宿服務、青少年及家庭綜合服務、專門輔導服務、學校社會工作、學生輔導服務及輔導熱線等，合共有81個服務單位，為有需要的兒童、青少年及家庭提供適切的照顧、輔導及發展機會。單位資料詳列於附錄C2。

復康服務

東華三院一向致力發展復康服務，推動殘疾人士在身體機能、心智及社交能力上的發展，並締造有利的環境協助他們積極融入社區生活。

本院透過轄下52個復康服務單位，為殘疾人士提供日間訓練、職業復康服務、院舍服務、社區支援服務及殘疾人士專門服務；此外，亦為他們的家庭成員提供輔導服務，並推展社區教育，加強社會人士對殘疾人士的認識與接納，使復康者能融入社群。單位資料詳列於附錄C3。

社會企業及社會創新單位

東華三院營辦28個社會企業及社會創新單位，讓社會上的弱勢社群獲得各種培訓及就業機會，從而發展個人才能，自力更生；亦讓青年人可以得到創業支援及可負擔住宿機會，發揮所長，裝備未來。單位資料詳列於附錄C4。

各類服務的抗疫措施

Anti-epidemic Measures Adopted by Various Services

向受疫情影響市民提供精神健康服務

2019冠狀病毒病肆虐，本港市民過去一年的精神健康指數跌至新低。有見及此，本院採用「混合服務模式」，為服務使用者提供全方位的身心靈支援，包括為逾千位會員及150位家長有精神健康問題的兒童（小家屬）送上防疫包及別出心裁的益智玩具。同時，本院舉辦了多個線上工作坊，讓小家屬在停課的日子也能獲得適切的情緒支援。此外，東華三院友心情網上電台與香港大學合辦的「心聆嚮導」計劃特設免費電話輔導服務，為受疫情困擾的市民提供情緒支援。東華三院友心情網上電台亦特別製作了一系列有關防疫的精神健康資訊網上短片，讓市民在疫情期間也能獲得相關的實用資訊。

Elderly Services

Geared to the varied needs of the elderly population, TWGHs elderly services aim at enabling senior citizens to enjoy a dignified and happy life through a range of community support, residential and specialised elderly services offered by 66 service units for the elderly. Information on respective service units is listed in Appendix C1.

Youth and Family Services

The youth and family services include day care services for infants and preschool children, residential services for children and young people, integrated services for family and young people, specialised counselling services, school social work and student guidance services and hotline services. A total of 81 service units offer caring support, counselling and development opportunities for children, young people and families in need. Information on respective service units is listed in Appendix C2.

Rehabilitation Services

TWGHs has been very active in developing rehabilitation services to promote the development of the physical, mental and social capabilities of people with disabilities as well as the realisation of an environment conducive to their full participation in social life.

A wide spectrum of services is offered through 52 rehabilitation services units, including day training, vocational rehabilitation services, residential care services, community support services and specialised services for persons with disabilities. Parent work, counselling and guidance services for family members and community education programmes are also provided to enhance public acceptance and integration of the disabled persons into the community. Information on respective service units is listed in Appendix C3.

Social Enterprises and Social Innovation Units

TWGHs operates 28 social enterprises and social innovation units, aiming at providing a wide range of vocational training and job opportunities for the socially disadvantaged, to develop their potential to the fullest and help them achieve self-reliance, and offering young adults with affordable co-living spaces and co-working spaces to build up their strength for future development. Information on respective social enterprises is listed in Appendix C4.

Provision of Mental Health Services to Citizens Affected by Pandemic

Amid the COVID-19 outbreak, the mental health of Hong Kong citizens plummeted to an unprecedented level. In light of this, TWGHs adopted a “hybrid model” to cater for the physical, psychological as well as spiritual needs of its service users. For instance, caring packs including surgical masks, sanitising products and some fun educational toys were delivered to over 1,000 members and 150 children with mentally distressed parents. Meanwhile, a number of online workshops were conducted so that these children could get needy emotional support during the class suspension period. To provide emotional support for citizens affected by the pandemic, TWGHs Radio-i-Care co-organised the “Listen to My Heart” Project in collaboration with The University of Hong Kong, offering free tele-counselling services. TWGHs Radio-i-Care also produced a series of online videos so that members of the public could get some practical tips on how to stay mentally healthy amid the pandemic.





成立醫用口罩無塵工場

Establishment of a Medical Mask Production Cleanroom

東華三院醫用口罩無塵工場碑記揭幕儀式

Plaque Unveiling Ceremony of TWGHs Medical Mask Production Cleanroom

16 November 2020



文穎怡主席(左)、嘉華國際集團有限公司執行董事呂耀華先生(中)及財務總裁林添鑾先生(右)一同主持碑記揭幕儀式。

Ms. Ginny MAN (left), the Chairman, Mr. LUI Yiu Wah, Alexander (centre), Executive Director of KWIH, and Mr. Oliver LAM (right), Chief Financial Officer of KWIH, officiated at the Plaque Unveiling Ceremony.



「東華三院醫用口罩無塵工場」於2020年7月投產。
"TWGHs Medical Mask Production Cleanroom" commenced production in July 2020.

承蒙嘉華國際集團有限公司透過「嘉華國際抗疫基金」資助370萬元，本院改建東華三院賽馬會藝進綜合職業復康中心內部分位置為「醫用口罩無塵工場」，提供20個工作培訓名額予殘疾人士，協助他們日後投身職場，融入社會，自力更生。醫用口罩無塵工場於2020年7月正式投產，所生產的醫用口罩iMask已成功取得ASTM F2100 Level I、II及III專業認證，並於2020年8月開始推出訂購，提供穩定口罩供應予本院及其他非牟利機構。「東華三院醫用口罩無塵工場碑記揭幕儀式」於2020年11月16日舉行，邀得嘉華國際集團有限公司執行董事呂耀華先生及財務總裁林添鑾先生主持。

Thanks to the donation of \$3.7 million made by K. Wah International Holdings Limited (KWIH) through its "KWIH Anti-Epidemic Fund", TWGHs converted part of the workshop in TWGHs Jockey Club Ngai Chun Integrated Vocational Rehabilitation Centre into the "Medical Mask Production Cleanroom", and thus provided 20 vocational training places for people with disabilities. This better prepared themselves for open employment in the labour market and integration into the society in future. Since the Medical Mask Production Cleanroom commenced full operation in July 2020, its product iMask has obtained the professional certifications of ASTM F2100 Level I, II and III. iMask was open for order in August 2020, providing TWGHs service units and other NGOs with steady supply of medical masks. The "Plaque Unveiling Ceremony of TWGHs Medical Mask Production Cleanroom" was held on 16 November 2020, with Mr. LUI Yiu Wah, Alexander, Executive Director, and Mr. Oliver LAM, Chief Financial Officer of KWIH, officiating.

善用網上科技維持服務

為配合政府的防疫政策，本院鼓勵服務使用者保持適當社交距離，並盡量避免緊密接觸。本院利用不同的設備及通訊軟件，並透過網上社交平台為服務使用者及其家屬提供肌能及認知訓練、輔助器材諮詢、日常生活訓練、照顧者教育、學習、分享及消閒等多元化的視像活動，致力確保服務質素。院舍內的服務使用者，亦可使用智能機械人Pepper或多功能平板電腦，與家人網上見面傾談，而臨床心理學家及社工則透過視像面談，為服務使用者及家屬提供輔導及情緒支援服務。



Use of Online Technologies to Provide Services

In compliance with the anti-epidemic measures implemented by the Government, TWGHs encouraged service users to maintain social distancing and refrain from close contact. The Group made use of various devices and communication software to provide diversified online activities for service users and their family, including training on physical and cognitive functions, consultation on assistive devices, self-care training, carer education, learning, sharing and leisure activities via online social platforms. Service users at residential homes kept communication with family members via the intelligent robot Pepper and tablets. Meanwhile, clinical psychologists and social workers also provided counselling and emotional support via video calls.

服務使用者透過網絡平台積極參與網上運動班，期望在疫情下保持身體健康。

Service users proactively participated in online physical fitness classes via online platform, with an aim to maintain physical health amid the pandemic.

東華三院樂群地區支援中心以網絡平台進行網上小組活動。

TWGHs Lok Kwan District Support Centre conducted online training group activities via online platform.



齊心協力 抗疫前行

為應對疫情，本院社會服務科早已制定一系列防疫措施，包括儲備個人防護裝備、加強環境衛生、提高職員及服務使用者的個人防疫意識，以及設立健康申報及限制探訪等。為加強應變能力，該科更成立「緊急應變小組」，在屬下單位出現確診個案時，即時調配人手、協調對外通訊及物資補給，以及制定防疫指引。隨著東華三院賽馬會復康中心內出現職員確診個案，該中心於2020年7月成立「抗疫特遣隊」，以便院舍一旦出現爆發時能提供額外人手。東華三院賽馬會復康中心護士團隊亦在疫情嚴峻時，為中心700多名員工進行咽喉拭子採樣測試，及早辨識潛在個案。此外，東華三院賽馬會復康學院於抗疫期間，特別出版《抗疫號外》，除提供中心的疫情快訊，亦為員工打氣。



東華三院賽馬會復康中心護士團隊替員工進行咽喉拭子採樣。
Nurse team of TWGHs Jockey Club Rehabilitation Complex conducted throat swab tests for staff.

本院屬下幼兒園於疫情期間繼續提供有限度照顧服務，更延長服務時間至晚上8時。為加強防疫措施，學校每日消毒及清潔課室物品、傢俱及教具，保持課室空氣流通及環境衛生，並安排學童分批回校上課以減少接觸風險，以及為學童提供充足的幼童口罩及酒精搓手液，而兼收服務的特殊需要學童則可透過網上短片，得到所需的訓練。本院更為服務使用者帶來驚喜，東華三院方樹泉護理安老院於一年一度的「懇親活動日」，邀請院友家屬製作打氣短片，並安排於活動日播放，傳遞關愛訊息，期望長者在這特別的一年擁有不一樣的經歷。

疫愛同行長者關愛計劃

承蒙香港賽馬會新冠肺炎緊急援助基金捐助，東華三院推出「疫愛同行長者關愛計劃」，為逾550名有需要的無依長者及末期病人送上防疫包，減輕他們的經濟負擔，讓他們感受到社區的關懷。此外，本院亦製作了兩條公眾教育短片，透過輕鬆的故事，傳遞正確的防疫資訊，並印製《長者抗疫號外》，介紹衛生資訊和居家放鬆練習，以郵寄方式致送給逾2,800位長者會員。本院更透過短訊和電話慰問，為長者、末期病人及其照顧者提供防疫資訊，鼓勵他們以正向思維面對「疫」境，共渡時艱。



Concerted Efforts against COVID-19

In response to the pandemic, Community Services Division of the Group put forward a series of preventive measures, including stockpiling of personal protective equipment, enhancing environmental hygiene, raising personal hygiene awareness of staff members and service users, as well as putting in place health declarations and visitor restrictions. To strengthen the responsiveness and get prepared for anticipated confirmed cases, "Emergency Response Teams" were formed to facilitate timely deployment of supporting staff, coordinate external communication and supplies replenishment, as well as set out anti-epidemic guidelines. Given the emergence of COVID-19 confirmed cases at TWGHs Jockey Club Rehabilitation Complex, a "Supporting Team" was formed to render extra manpower support in July 2020 in case of further outbreaks. To detect potential cases in advance, our nurse team also conducted throat swab tests for more than 700 staff members of the Complex. Besides, TWGHs Jockey Club Academy of Community Rehabilitation published the *Fight for COVID-19* newsletter to provide latest information about the pandemic situation and cheer on our staff members.

家人透過短片向長者傳遞關懷信息。
Heart-warming wishes were delivered to the elderly through their families' short video clips.



TWGHs nursery schools continued to provide limited care services during the pandemic, and extended its service hours to 8 p.m. To enhance the preventive measures, all teaching materials, furniture and tools were sanitised by schools every day, while proper air circulation and hygiene of classrooms were also maintained. Students were arranged to go to school in batches to minimise interaction risks. Meanwhile, a sufficient amount of children surgical masks and alcohol-based hand sanitisers were provided. To meet the special needs of students of the Integrated Services, training through online videos was provided during the pandemic. In addition, TWGHs also prepared a heart-warming surprise for the service users. TWGHs Fong Shu Chuen Care and Attention Home invited the residents' relatives to make a short video clip to the elderly to be played on the annual "Family Day", in the hope of bringing about an unusual experience with words of love for the residents in this special year.

Company in Adversity Elderly Caring Project

Thanks to the support of The Hong Kong Jockey Club COVID-19 Emergency Fund, TWGHs launched the "Company in Adversity Elderly Caring Project" in which boost-up anti-epidemic packs were promptly delivered to over 550 deprived elderly and terminally-ill patients. These necessities not only eased the financial burden of the underprivileged, but also comforted them with love and care from the community. In addition, 2 community education videos were produced and published to promote precaution and health information through funny and delightful stories. A newsletter *Fight for COVID-19 for the Elderly*, which contained complete information on hygienic tips and home relaxation exercises, was sent by post to over 2,800 elderly members. Anti-epidemic information was disseminated to the underprivileged elderly, terminally-ill patients and caregivers through SMS and phone calls, as a way of encouraging their positive thinking to tackle the difficult "pandemic" period.

「疫愛同行長者關愛計劃」為逾550名有需要的無依長者及末期病人到戶送贈防疫包，讓他們感受到社區濃濃的暖意和關懷。

Boost-up anti-epidemic packs were delivered to over 550 deprived elderly and terminally-ill patients, comforting them with love and care from the community under the "Company in Adversity Elderly Caring Project".



成立 i-Germagic 塗層專業服務團隊

經劬科生物科技(香港)有限公司授權，東華三院洪福綜合職業復康中心聯同東華三院莫羅瑞華綜合職業復康中心、東華三院黃祖棠綜合職業復康中心及東華三院何玉清工場，成立「i-Germagic塗層專業服務團隊」，由2020年12月起正式投入服務。透過向社會福利機構、學校及工商團體等提供防疫服務，為職業復康中心會員提供工作訓練及實習機會。

團隊於2020年12月起正式投入服務
The Team commenced service in December 2020



Establishment of i-Germagic G-Coating Specialist Service Team

With the consent of Germagic Biochemical Technology (HK) Co., Ltd., TWGHs Hung Fuk Integrated Vocational Rehabilitation Centre, in collaboration with TWGHs Mok Law Sui Wah Integrated Vocational Rehabilitation Centre, TWGHs Wong Cho Tong Integrated Vocational Rehabilitation Centre and TWGHs Ho Yuk Ching Workshop, launched the "i-Germagic G-Coating Specialist Service Team". The service commenced in December 2020, aiming at offering training and internship opportunities to centre members through the provision of anti-epidemic work to other social and welfare organisations, schools, and organisations in the industrial and business sectors.

回應高齡化人口的各種需要 Addressing Different Needs of the Ageing Population

東華三院華芬長者日間護理中心命名典禮

承蒙善長顧鐵華博士及顧費肇芬女士捐贈180萬元，資助東華三院富晴長者日間護理中心的營運費用，本院特別把該中心正式命名為東華三院華芬長者日間護理中心，以彰盛德，並於2021年3月1日舉行命名典禮，邀得社會福利署助理署長(安老服務)陳德義先生主禮。

Naming Ceremony of TWGHs Hua Fen Day Care Centre for the Elderly

With the generous donation of \$1.8 million from Dr. KOO Ti Hua and Mrs. Dorothy VEE KOO to support the operation costs of TWGHs Full Life Day Care Centre for the Elderly, the Centre was officially named as TWGHs Hua Fen Day Care Centre for the Elderly to acknowledge their benevolence. The Naming Ceremony was held on 1 March 2021, with Mr. TAN Tick Yee, Assistant Director (Elderly) of Social Welfare Department, officiating.



一眾嘉賓參觀中心內極具特色的模擬場景訓練區，體驗長者如何在仿真環境下接受一系列認知訓練活動。
Guests paid a visit to the unique simulation scene training zone at the Centre to experience how the elders receive a series of cognitive training activities in a simulated environment.

社會福利署助理署長(安老服務)陳德義先生(右四)、善長顧鐵華博士(左三)、顧費肇芬女士(左四)及文穎怡主席(右五)主持碑記揭幕儀式。
Mr. TAN Tick Yee (right 4), Assistant Director (Elderly) of Social Welfare Department, Dr. KOO Ti Hua (left 3) and Mrs. Dorothy VEE KOO (left 4), donors, and Ms. Ginny MAN (right 5), the Chairman, officiated at the Plaque Unveiling Ceremony.



加強本院屬下改善家居及社區照顧服務及綜合家居照顧服務

為回應長者家居照顧服務持續上升的需求，東華三院屬下改善家居及社區照顧服務於2020年9月正式加入社會福利署「整筆撥款資助制度」。而本院的綜合家居照顧服務則於2020年10月增加50個服務名額。除一般的家居照顧服務外，本院今年亦新增軟餐供應，並加強職業治療師及物理治療師的支援，為缺乏自我照顧能力的長者提供多元化的支援服務，進一步支持長者居家安老。現時，本院共為1,460名體弱長者提供護理及照顧服務。

Strengthening TWGHs Enhanced Home and Community Care Services and Integrated Home Care Services

In response to the growing demand for home-based services for the elderly, TWGHs Enhanced Home and Community Care Services joined the "Lump Sum Grant Subvention System" of the Social Welfare Department in September 2020, while TWGHs increased 50 service quotas for the Integrated Home Care Services Centres in October 2020. Apart from general home care services, TWGHs expanded its scope of services to provide diversified supporting services for the elderly without self-care ability, including supplying soft meals to the elderly in need and strengthening the support for Occupational Therapists and Physiotherapists. Currently, TWGHs provides 1,460 service quotas to support the nursing and care needs of frail elders.

引入言語治療服務

為進一步改善長者的發音及吞嚥能力，東華三院獲社會福利署撥款，引入言語治療服務。該撥款亦用於加強殘疾人士服務，提升他們的生活質素，並協助他們融入社群。言語治療服務已全面投入服務，對象包括本院的長者日間照顧服務、安老及復康住宿服務的服務使用者。

推行「一站式服務工作員」計劃

為簡化本院屬下服務單位的復康幹事、照顧員、保健員的員工組合，並且滿足持續上升的長者護理服務的需要，本院於屬下輔助宿舍及在試驗計劃中的嚴重智障長者宿舍推行「一站式服務工作員」計劃。該計劃由持有保健員資格的綜合復康幹事，為服務使用者提供一站式的護理服務，包括日常訓練、儀容整理、社交訓練等。

為吞嚥困難人士研發優質軟餐

本院屬下社會企業煮鑊易積極研發優質軟餐，旨在為有吞嚥困難的長者及殘疾人士提供更多膳食選擇，同時亦期望減輕院舍膳食員工的工作量。煮鑊易獲邀參與於2020年11月的樂齡科技博覽暨高峰會，展示軟餐研發成果，並收集業界意見。

發展善壽服務及推廣生死教育

Developing Endless Care Services and Promoting Life and Death Education

以多元手法推廣生死教育

東華三院圓滿人生服務致力提倡長者積極面對人生最後階段，同時鼓勵社區人士反思，珍惜生命。為回應政府於2019年進行的「晚期照顧」公眾諮詢，圓滿人生服務與香港中文大學那打素護理學院推出共同開發的「五味雜貨店」桌上遊戲，加深業界及大眾對「預設照顧計劃」的認識。此外，本院於年內亦舉辦了多項生死教育藝術活動，喚起公眾對生死議題的關注和興趣，藉著不同的藝術形式，鼓勵公眾思考生命的價值和意義。同時，本院亦推出一系列遙距生死教育活動，讓長者及業界從網上平台認識後事的相關資訊，更編寫原創《老友記劇場》廣播劇，鼓勵長者建立健康習慣，於疫情下保持身心靈健康。



植物染工作坊的參加者從不同植物中提取色素作染料，透過觀察上色時的色彩變化，靜心體會當下並反思生命。

Participants of the plant dyeing workshop extracted pigments from different plants as dyes. By observing the colour changes during the dyeing process, they felt calm, experience the present and reflect upon life.

Introducing Speech Therapy Services

To further improve the enunciation and swallowing skills of the elderly service users, TWGHs introduced speech therapy services with the subventions granted by the Social Welfare Department. The subventions were also used to enhance the service quality delivered to the disabled, by improving their quality of life and helping them to re-integrate into the community. Speech therapy service is fully available to service users in our elderly day care services as well as elderly and rehabilitation residential services.

Launching the "One-stop Service Worker" Scheme

In order to simplify the staff mix of rehabilitation workers, care workers and health workers, and meet the growing demand for nursing care for ageing service users, TWGHs launched the "One-stop Service Worker" Scheme at its supported hostels and the pilot project of ageing homes for the severely mentally disabled. Integrated rehabilitation workers with health worker qualifications provide service users with a holistic one-stop nursing care service, including daily training sessions, grooming services, social training sessions and so on.

Development of Quality Soft Meals for People with Swallowing Difficulties

CookEasy, a social enterprise under TWGHs, has been actively developing quality soft meals with an aim to provide more food choices for the elderly and the disabled with difficulties in swallowing. Moreover, it also hopes to reduce the workload of the catering staff. CookEasy was invited to take part in the Gerontech and Innovation Expo cum Summit (GIES) in November 2020 to showcase their soft meal products and collect opinions from the sector.

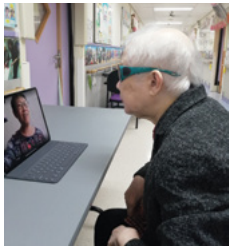
Promoting Life and Death Education through Various Interventions

TWGHs Endless Care Services (ECS) has been advocating the elderly to live with a positive attitude in the twilight of their life. Meanwhile, it also encourages members of the community to ponder and cherish their life. In response to the public consultation of "End-of-Life Legislative Proposal" launched by the Government in 2019, ECS collaborated with the Nethersole School of Nursing, The Chinese University of Hong Kong, to launch their co-developed board game titled the "Tastes of Life Grocery Store". This board game aims at developing a deeper understanding of "Advance Care Planning" among the social service sectors and the public. Besides, numerous life and death education art activities were conducted by TWGHs to raise awareness of and interests in life and death issues. Through different art forms, the public were encouraged to reflect upon the value and meaning of life. At the same time, a series of life and death distance education activities were rolled out, so that the elderly and the social service sector could acquire knowledge on funeral information through online platforms. An original audio drama *Radio Drama for the Elderly: Uncle Leung's Story* was also produced for the elderly to encourage the cultivation of healthy habits, and the well-being of body, mind and soul during the pandemic.



擁抱夕陽服務計劃

「東華三院擁抱夕陽服務計劃」在配合各項防疫措施的同時，積極為末期病患的殘疾人士提供安寧照顧服務，如透過與相關院舍協調，安排醫生提供舒緩治療服務及醫院護士到訪。此外，本院改用視像對話形式進行義工探訪，並透過電話解答服務者家屬的疑問。在生死教育方面，本院透過舉辦網上公開講座、拍攝短片及以園藝治療手法，加深大眾、業界及殘疾人士對生死教育的認識。



Embracing the Setting Sun Project

In compliance with the anti-epidemic measures, "TWGHs Embracing the Setting Sun Project" has been dedicating their efforts to providing comfort care services for people with disabilities who suffer from terminal illness. Through coordination with the concerned homes, doctor visits for palliative care services and nurse visits were arranged. Meanwhile, TWGHs switched to video calls for volunteer visits and addressed the concerns of the service users' family members over the phone. For life and death education, through organising online public lectures, producing video and provision of horticulture therapy, the public, service sectors and disabled service users were able to deepen their understanding of life and death issues.

本院改用視像對話形式進行義工探訪，關心與慰問服務使用者。
TWGHs switched to video calls for volunteer visits, providing care and support for service users.

參與「特殊需要信託」成為機構照顧者

智障人士及其家長的雙老現象，近年廣受社會關注。有見及此，本院參與社會福利署推出的「特殊需要信託」，成為機構照顧者，提供優質及全面的照顧，減輕年邁家長的壓力，確保一旦家長離世後，他們的財產繼續用於照顧其子女日後的長遠生活。

Participating in "Special Needs Trust" as an Agency Carer

The phenomenon of ageing people with disabilities and ageing parents has raised awareness among the society. In light of this, TWGHs participated in the "Special Needs Trust" launched by the Social Welfare Department, by acting as an agency carer to provide quality and holistic services and alleviate the stress of the ageing parents, so as to ensure that the assets of the deceased parents will be used for meeting the long-term daily needs of their children.

引入創意科技，提升服務效果

Introducing Innovative Technologies to Enhance Service Effectiveness



東華三院陳婉珍躍動適體及健康中心命名典禮

Naming Ceremony of TWGHs Chan Un Chan SMART Centre



社會福利署署長梁松泰太平紳士(中)、文穎怡主席(左)及善長何猷啟副主席(右)一同主持碑記揭幕儀式。

Mr. LEUNG Chung Tai, Gordon, JP (centre), Director of Social Welfare Department, Ms. Ginny MAN (left), the Chairman, and Mr. HO Yau Kai, Orlando (right), donor cum Vice-Chairman, officiated at the Plaque Unveiling Ceremony.

承蒙何猷啟副主席及其家人慷慨捐贈222萬元，以提升東華三院躍動適體及健康中心的環境及設備，本院特意把該中心命名為東華三院陳婉珍躍動適體及健康中心，以彰盛德。命名典禮於2021年3月16日舉行，由社會福利署署長梁松泰太平紳士及文穎怡主席主禮。該中心率先引入來自芬蘭的HUR專業健體復康器材，能有效記錄及控制運動次數和進度，並由物理治療師作詳細評估，按照年長及有復康需要人士的個人所需，設計特定的訓練內容。

With the generous donation of \$2.22 million from Mr. HO Yau Kai, Orlando, Vice-Chairman, and his family to improve the environment and equipment of TWGHs SMART Centre, the Centre was officially named as TWGHs Chan Un Chan SMART Centre to acknowledge their benevolence. The Naming Ceremony was held on 16 March 2021, with Mr. LEUNG Chung Tai, Gordon, JP, Director of Social Welfare Department, and Ms. Ginny MAN, the Chairman, officiating. The Centre introduced HUR professional training equipment from Finland, which can record and control the exercise frequency as well as intensity for training and progression. Detailed physical assessment by physiotherapist will be performed prior to the design of customised training programme based on individual needs of the elders and people with rehabilitation needs.

HURRY UP! 起動健體計劃

承蒙紀研設計有限公司資助90萬元，本院購置8組由芬蘭引入的HUR專業健體復康器材，並於2020年12月起推行為期3年的「HURRY UP! 起動健體計劃」，為體弱或患有輕度中風長者提供復康治療服務，以改善他們的活動能力及減低跌倒風險。該計劃亦舉辦不同主題的健康講座、中醫諮詢及物理治療師運動評估等，鼓勵社區長者多做運動，養成健康生活模式。



HURRY UP! Fitness Programme

With the generous support of \$900,000 from AD Design & Contracting Limited, TWGHs purchased 8 sets of HUR professional training equipment from Finland and launched a 3-year project called “HURRY UP! Fitness Programme” in December 2020. The Project aims at providing rehabilitation services for frail or mild stroke elderly to improve their mobility and reduce their risks of falling. The Project also provides various thematic health talks, Chinese medicine consultation and exercise assessment by physiotherapists to encourage the elderly to do more exercises and maintain a healthy lifestyle.

東華三院胡其廉長者鄰舍中心設有合共8組HUR專業健體復康器材。
A total of 8 sets of HUR training equipment are available at TWGHs Wu Ki Lim Neighbourhood Elderly Centre.

善用先進科技 改善殘疾人士生活質素

本院獲樂齡及康復創科應用基金資助，購入兩部專為視力障礙人士而設的配戴裝置，讓視障長者即時收聽任何印刷或電子文本、報章、書籍等內容。該裝置使用方便，具備識別人臉、產品、條形碼、鈔票和顏色的功能，大大改善視障長者的生活質素。另外，東華三院賽馬會復康中心試用了首台預防失禁的非入侵性裝置，協助殘疾人士監控膀胱尿液的容量，並在殘疾人士有需要前往洗手間如廁時發送通知。殘疾人士只要使用該裝置，再配合如廁訓練，即可有效改善小便失禁。此外，嚴重殘疾人士院舍也妥善運用免費軟件，改善嚴重殘疾人士的溝通能力。

Improving Quality of Life of People with Disabilities Through Advanced Technology

Thanks to the support of the Innovation and Technology Fund for Application in Elderly and Rehabilitation Care, TWGHs purchased 2 wearable devices designed specifically for people with visual impairment. The Device enables an visually impaired elderly to listen to the content on printed or electronic documents, newspapers, books and so on. It consists of user-friendly functions to recognise faces, products, barcodes, banknotes and colours easily, thus improving the quality of life of the visually impaired elderly. Besides, TWGHs Jockey Club Rehabilitation Complex had their trial completed on the first non-invasive wearable device that monitors the amount of urine in the bladder and sends notifications when the disabled need to use the bathroom. The device, complemented by toilet training, has successfully improved incontinence of disabled users. Moreover, care and attention homes for the severely disabled made use of free software to improve the communication difficulties of the service users.

為兒童、青少年及家庭提供全面支援

Providing Comprehensive Support for Children, Youth and Families

健營喜動親子學堂

幼兒的腦部發展於3歲前處於最活躍的階段。因此，營養均衡的餐膳及健康的飲食習慣能有效奠定幼兒全面發展的基礎。東華三院自2013年10月起推行全港首個「健營喜動親子學堂」計劃，於2020年4月獲董事局撥款，延續此計劃。該計劃為有需要的嬰幼兒提供早期識別及介入服務，並為相關家庭或照顧者建立互助網絡，從而鼓勵嬰幼兒及其家長或照顧者建立健康的生活習慣。

Nutritious Meals Healthy Growth Programme

The brain development of an infant is at its peak in the first 3 years of life. A balanced diet and healthy eating habits lay the foundation of a child's holistic growth. Hence, TWGHs has been launching the “Nutritious Meals Healthy Growth Programme” since October 2013, and continued the programme in April 2020 with the funding granted by the Board of Directors. The Programme aims at providing early identification and intervention services to the infants and establishing a network among the parents or the carers to encourage them to lead a healthy lifestyle.

「陽光孩子中心—第一層支援服務」項目

為協助有特殊需要跡象的學前兒童正常發展及融入主流教育，政府於2020/2021學年推行「幼稚園/幼稚園暨幼兒中心第一層支援服務試驗計劃」，並委託東華三院為其中1間非政府機構營辦服務隊。為此，本院特別成立「陽光孩子中心—第一層支援服務」項目，為有特殊需要跡象或正輪候評估的兒童，以及參與「到校學前康復服務」的14間幼稚園/幼稚園暨幼兒中心，提供為期20個月的早期識別和介入服務，當中包括本院屬下11間幼稚園及幼兒園。

“Sunshine Kids – Tier One Support Services” Project

In order to promote the normal development of pre-school children who show signs of special needs and help them integrate into mainstream education, the Government launched the “Pilot Project on Tier 1 Support Services in Kindergartens/Kindergarten-cum-Child Care Centres” in academic year 2020/2021. TWGHs was one of the non-governmental organisations who were entrusted with the operation of the project service team. To this end, TWGHs set up the “Sunshine Kids – Tier One Support Services” project, with an aim to provide 20-month early identification and intervention services for these children and the 14 participating kindergartens/kindergarten-cum-child care centres of “On-site Pre-school Rehabilitation Services”, including 11 TWGHs kindergartens and nursery schools.



增加「到校學前康復服務」計劃名額

為滿足社會對學前康復服務的殷切需求，社會福利署於2020年9月增加1,000個「到校學前康復服務」名額至8,000個。本院作為該計劃的委託機構之一，亦增加了140個服務名額，現時總名額為495個，每名計劃參加者由2020年9月起，每年可獲91,424元資助。



Increased Quota for "On-site Pre-school Rehabilitation Services"

To cope with the growing demand for Pre-school Rehabilitation Services, the Social Welfare Department increased the quota for "On-site Pre-school Rehabilitation Services" by 1,000 to 8,000 places in September 2020. Being one of the entrusted organisations, TWGHs also increased its quota by 140 to 495, with each participant receiving an annual subsidy of \$91,424 with effect from September 2020.

服務亦為家長或照顧者提供支援和輔導，以促進親子關係。
The Service also provided support and counselling to parents and carers to enhance parent-child relationship.

東華三院透過流動戒煙車主動接觸吸煙者

東華三院流動戒煙車服務自2020年2月起推出以來，到各區人流熱點向市民介紹戒煙服務，並即場向吸煙者提供快捷評估。通過評估者可免費接受戒煙輔導及一星期戒煙藥物，並由專責護士或輔導員跟進，藉此鼓勵吸煙者積極戒煙。受2019冠狀病毒病影響，本院於2020年3月推出「寄住戒」郵寄藥物服務，藉此減低因社交接觸而傳播病毒的風險，透過郵寄戒煙藥物、電話及網上輔導，為有需要人士提供專業的戒煙服務，讓吸煙者在疫情期間使用戒煙服務。

職員向市民介紹戒煙服務，並即場向吸煙者提供簡單評估。

Staff introduced smoking cessation service to the public and provided a simple assessment to smokers on the spot.

Approaching Smokers Proactively via TWGHs Smoking Cessation Mobile Clinic

Since its commencement in February 2020, TWGHs smoking cessation mobile clinic has introduced smoking cessation service and provided on-site quick assessments to smokers in various districts. Eligible smokers were given counselling services and a one-week nicotine replacement therapy. Trained nurses and counsellors were arranged to follow up with the cases to encourage the smokers to start ceasing smoking. Affected by COVID-19, TWGHs launched the



"Mail-to-Quit" Service in March 2020 to reduce the risk of virus spreading through social contact. By means of the mailing of cessation medicine followed by phone or online counselling services, professional and effective smoking cessation treatment services were provided to service users in need, enabling them to start ceasing smoking amidst the pandemic.

東華三院賽馬會愛溢滿屋計劃

東華三院賽馬會「家·加愛」中心致力提供一站式的家庭教育及支援服務，透過建立關愛互助的社區文化，改善區內家庭關係，建立充滿愛的家。由於服務成效顯著，東華三院再次獲香港賽馬會慈善信託基金捐助，於2020年開展為期3年的「東華三院賽馬會愛溢滿屋計劃」。該計劃以中心的服務經驗為藍本，持續透過實證創新的介入手法，增潤及加深家庭關係。

TWGHs Jockey Club Building LOVE Project

TWGHs Jockey Club LOVE Family Centre is dedicated to providing one-stop family relationship education and support services. Through building a caring community culture, the Centre aims at improving family relationship and establishing a loving environment in the household. With the remarkable results of the services, TWGHs was again granted funds from The Hong Kong Jockey Club Charities Trust to launch a 3-year project "TWGHs Jockey Club Building LOVE Project" in 2020. The Project modelled on the service experience gained at the Centre to enrich family relationship through the continuous evidence-based and innovative means of intervention.



計劃參加者透過親子活動，增潤家庭關係。
Family relationship of the Project's participants was enriched through parent-child activities.



東華三院「童·理·心」家校培幼計劃

自2010年起，東華三院獲優質教育基金資助，於全港各區為幼稚園教師及家長推行家長教育服務。由2020年9月起，東華三院更在本港40間幼稚園及幼兒園推行「童·理·心」家校培幼計劃，旨在幫助教師及家長運用情緒教練五步曲的技巧、支援幼兒的情緒健康及建立一個富有關愛情緒的成長環境。



TWGHs has been funded by the Quality Education Fund since 2010 on parent education services for pre-school teachers and parents in various districts. Starting from September 2020, TWGHs has implemented the "Healthy NURTURE @School Programme" in 40 kindergartens and nursery schools in Hong Kong, with an aim to assist teachers and parents in practising the 5-step emotion coaching skills, supporting children's emotional health and cultivating an emotionally encouraging environment for the upbringing of the children.

家長在完成為期12節的證書課程後，與子女一起在畢業禮上接受嘉許。
After completion of the 12-session learning curriculum, the parents received recognition with their children at the graduation ceremony.

東華三院「網樂人PoNeteens—健康上網計劃」

東華三院心輪軒於2020年獲中國銀行（香港）有限公司撥款205萬元，推出為期1年的「網樂人PoNeteens—健康上網計劃」。透過網上接觸及離線介入，配合「實證為本」及「遊戲化」的方式，接觸網絡成癮的青少年，協助他們重新建立健康的生活模式。該計劃於2020年9月至10月期間，舉行了「正向網絡大使網上訓練」及「網絡素養攝影比賽」，讓參加者透過網絡素養訓練及作品實踐，培養正向價值觀及使用網絡的健康心態。

游牧部落國際交流日

游牧部落國際交流日已於2021年3月7日假東九龍零碳天地舉行。當日共有10隊來自游牧部落的青少年向社創及社專專家展示他們如何改善社區的初創項目。另外，大會亦安排了海外嘉賓參與網上演講，與一眾參加者分享他們如何在世界各地創造社會效益。

東華三院「訴心靈角落」計劃

因應社會事件引起的情緒和家庭問題，本院獲社會福利署資助90萬元推行「訴心靈角落」計劃，推行一連串支援活動，協助青少年紓解情緒及壓力，並為老師及社工提供專業訓練，協助他們辨識創傷後遺症及抑鬱症等情緒問題。該計劃由2019年10月份開展至2020年12月，為合共11所中學及6間青少年綜合服務中心逾4,500名青少年、家長、老師及社工提供支援服務。



TWGHs Healthy NURTURE@School Programme

TWGHs has been funded by the Quality Education Fund since 2010 on parent education services for pre-school teachers and parents in various districts. Starting from September 2020, TWGHs has implemented the "Healthy NURTURE @School Programme" in 40 kindergartens and nursery schools in Hong Kong, with an aim to assist teachers and parents in practising the 5-step emotion coaching skills, supporting children's emotional health and cultivating an emotionally encouraging environment for the upbringing of the children.

TWGHs "PoNeteens – Healthy Net Use Project"

TWGHs Integrated Centre on Addiction Prevention and Treatment (ICAPT) was granted a fund of \$2.05 million by Bank of China (Hong Kong) Limited in 2020 to launch a 1-year project "PoNeteens – Healthy Net Use Project". Through online contacts and offline interventions, young people with internet addiction were guided to rebuild a healthy lifestyle in "evidence-based" and "gamification" approaches. From September to October 2020, "The Positive Netizen Ambassador Online Training" Scheme and "Online Literacy Photography Competition" were held to cultivate participants' positive values and attitudes towards healthy internet use through online literacy training and practice.

Slash Nomads International Day

Slash Nomads International Day was successfully held on 7 March 2021, at Zero Carbon Park in East Kowloon. Ten tribes from Slash Nomads presented their ideas of bettering the community to the experts of social innovation and social enterprises. Meanwhile, overseas speakers were invited to share their global vision and experience online.

TWGHs "SOULink Corner" Project

In response to the emotion and family issues caused by social incidents, TWGHs launched the "SOULink Corner" Project with funding of \$900,000 from the Social Welfare Department. The Project aimed at releasing emotions and stresses of teenagers through a series of supporting activities and provided professional trainings to teachers and social workers in helping them identify and handle the emotional distress. From October 2019 to December 2020, the Project has provided supporting services to more than 4,500 youths, parents, teachers and social workers from a total of 11 secondary schools and 6 integrated children and youth services centres across the territories.

於校內舉辦以學生興趣為本的活動，如烹飪班，旨在以輕鬆手法紓緩學生情緒。
Interest-oriented activities such as cooking classes were organised in schools for students to release their emotions through a light-hearted approach.

於「訴心靈角落」舉辦地壘球活動。
A floor curling activity at the "SOULink Corner".





東華三院『燃點·夢想』——青年創業計劃正式啟動

Official Launch of TWGHs Project YEE (Youth · Entrepreneurship · Empowerment)

行政長官林鄭月娥大紫荊勳賢GBS(右)於啟動禮上向文穎怡主席(左)頒授證書，以肯定本院對協助青年在大灣區創業的積極支持。

The Hon. Mrs. LAM CHENG Yuet Ngor, Carrie, GBM, GBS (right), the Chief Executive, presented a certificate to Ms. Ginny MAN (left), the Chairman, at the Launching Ceremony as a recognition of the Group's contributions for supporting youth entrepreneurship in the Greater Bay Area.



東華三院健康理財家庭輔導中心獲民政事務局及青年發展委員會的青年發展基金轄下「粵港澳大灣區青年創業資助計劃」資助，推出東華三院「燃點·夢想」——青年創業計劃。該計劃承蒙青年發展基金資助780多萬元，配對由旭日集團有限公司董事長楊劍博士GBS太平紳士的善款100萬元及本院資助70多萬元，於2021年3月1日正式啟動，旨在為香港或大灣區內地城市創業的香港青年提供更到位的創業支援及孵化服務，以及進一步協助青年解決創業初期的資本需要，讓懷著愛國愛港情誼的港人可在事業上奮力圖強。

With the funding of the Home Affairs Bureau and the "Funding Scheme for Youth Entrepreneurship in Guangdong-Hong Kong-Macao Greater Bay Area" under the Youth Development Fund (YDF) of the Youth Development Commission, TWGHs Healthy Budgeting Family Debt Counselling Centre launched TWGHs Project YEE (Youth.Entrepreneurship.Empowerment). Thanks to the funding from the Government's Youth Development Fund amounting to over \$7.8 million, matching with a donation of \$1 million from Dr. YEUNG Chun Kam, Charles, GBS, JP, Chairman of Glorious Sun Enterprises Limited, and an allocation from

TWGHs Board of Directors of over \$0.7 million, the Programme officially launched on 1 March 2021 with an aim to provide start-up assistance and incubation services that befit the needs of young people who are about to start their businesses in Hong Kong or cities of the Greater Bay Area, and further help them meet their initial capital needs faced by a start-up business. The Project enables Hong Kong people who love the country and Hong Kong to strive for excellence in their careers.



青少年全人成長中心奠基禮

本院位於新蒲崗的青少年全人成長中心已於2021年2月7日進行奠基儀式，由文穎怡主席、社服委員會主任委員鄧明慧副主席，陪同民政事務總署助理署長左健蘭太平紳士及黃大仙民政事務專員黃智華太平紳士主持儀式，並與董事局成員及行政總監一同見證這歷史時刻。這座大型中心將於2022年底至2023年初落成，屆時將會成為青少年孕育創意點子的社創基地。

Foundation Stone Laying Ceremony of Holistic Centre for Youth Development

The Foundation Stone Laying Ceremony of the Holistic Centre for Youth Development of the Group was held on 7 February 2021 at the construction site in San Po Kong. As one of the historic moments of the development, the Ceremony was officiated by Ms. CHOR Kin Lan, JP, Assistant Director of Home Affairs, Mr. WONG Chi Wah, Steve, JP, District Officer (Wong Tai Sin), Ms. Ginny MAN, the Chairman, and Ms. TANG Ming Wai, Mandy, Vice-Chairman cum Chairman of the Community Services Committee. Accompanied by Board Members and Chief Executive, the officiating guests witnessed this remarkable milestone of the Centre. This Centre is set to become a social incubator of innovative ideas for the youth, upon its scheduled completion of construction around late 2022 to early 2023.

文穎怡主席(右四)與民政事務總署助理署長左健蘭太平紳士(右五)、黃大仙民政事務專員黃智華太平紳士(左六)及董事局成員一同主持動土儀式。

Ms. Ginny MAN (right 4), the Chairman, together with Ms. CHOR Kin Lan, JP (right 5), Assistant Director of Home Affairs, Mr. WONG Chi Wah, Steve, JP (left 6), District Officer (Wong Tai Sin), and Board Members officiated at the Ground Breaking Ceremony.



東華三院穎妍宿舍增加服務宿位

東華三院穎妍宿舍獲社會福利署獎券基金撥款8,336,000元，在原址增加宿位並為院舍進行現代化工程，改善單位內的環境、設施及設備。工程已於2020年10月完成，增加9個宿舍服務名額至39個。裝修後，宿舍提供多元化的主題活動空間及設施，配合不同治療元素，為服務使用者提供一個舒適及安穩的住宿環境。



Increase of TWGHs Wing Yin Hostel Residential Places

TWGHs Wing Yin Hostel was granted a \$8,336,000 fund by the Lotteries Fund of Social Welfare Department to carry out both in-situ expansion and modernisation to enhance its environment, facilities and equipment. The renovation works were completed in October 2020. With an addition of 9 residential placements, the placement quota was increased to 39. After the renovation, various themed activity spaces and facilities with different therapeutic elements are available at the Hostel, providing the residents with a comfortable and stable living environment.

舍員於自修室內與其他使用者共用一張大桌子，學習「共享」文化。
Residents learned the culture of "sharing" by sharing a large desk in the study room.

締造關愛社區

Building a Caring Community

南昌220—賽馬會「組房築社」社區營造先導計劃 Nam Cheong 220 - Jockey Club Incubating Community Participation through Modular Social Housing Pilot Programme



行政長官林鄭月娥大紫荊勳賢GBS(右四)前往參觀「南昌220」項目，並探訪兩戶家庭，了解他們的生活情況。

The Hon. Mrs. LAM CHENG Yuet Ngor, Carrie, GBM, GBS (right 4), The Chief Executive, paid a visit to "Nam Cheong 220" and 2 families there to learn about their living conditions.

香港社會服務聯會於2019年12月推出全港首個組合社會房屋計劃，在深水埗南昌街202至220號進行組裝工程，並把樓宇命名為「南昌220」。承蒙香港賽馬會慈善信託基金捐助，本院獲委託成為在「南昌220」推行「賽馬會『組房築社』社區營造先導計劃」的營運機構。計劃以「共享經濟」為服務理念，旨在於深水埗區建立一個可讓居民共享自己物品、技能及時間的新型「共享生活」平台。

The Hong Kong Council of Social Service launched the first modular social housing project in Hong Kong. The assembly and installation works at No. 202-220 Nam Cheong Street, Shamshuipo commenced in December 2019, and the building was named "Nam Cheong 220". With the support from The Hong Kong Jockey Club Charities Trust, TWGHs was commissioned to be the operator of "Jockey Club Incubating Community Participation through Modular Social Housing Pilot Programme" at "Nam Cheong 220". The Project, which promotes the "sharing economy" as its service philosophy, aimed to establish a new "co-living" platform by allowing participating tenants to share materials, skills and time.



為表達本院對住戶的關愛，文穎怡主席（前排左二）探訪住戶，細心了解他們的居住情況，並送贈禮物包。

To express TWGHs' care and concern, Ms. Ginny MAN (front row, left 2), the Chairman, paid a visit to the tenants to learn about their living conditions and give away gift packs.



出版書籍《耆妙護老院》

東華三院「家·您同行」關顧計劃出版《耆妙護老院》，記錄藝人譚玉瑛、陳國邦及羅敏莊與護老者有關的經歷，以及在本院屬下16間院舍的趣事奇聞，不但引起了護老者的共鳴，亦增進了其他讀者對護老者的認識。書內更附上安老服務的介紹及多張服務優惠券，為護老者解憂及打氣。



Publishing a Book titled *Happy Homes for the Elderly*

To support caregivers of elders, TWGHs "Collaboration Project with Family of Residents in Elderly Homes" Care Project published *Happy Homes for the Elderly*, a record of stories from artistes, including Ms. TAM Yuk Ying, Helen, Mr. CHAN Kwok Pong, Power and Ms. Mimi LO, and funny and interesting anecdotes of 16 TWGHs elderly homes. Not only did the book resonate among the caregivers, but it also helped readers understand the role of a caregiver. Information about TWGHs elderly service and various coupons were included in the Book to show support to the caregivers.

《耆妙護老院》於各大書局、網上商店及網上書店有售。
Happy Homes for the Elderly was available in bookstores, online stores and online book shops.

東華三院愛不同藝術與多間機構合作

本院鼓勵服務使用者挑戰自己，並積極為他們尋求合作機會。於2020年，東華三院「愛不同藝術」獲高盛集團有限公司、The Club Shopping網購平台及香港藝術中心支持，分別拍賣、出售及展出愛不同藝術家的創作。



《小菊仙與大棕熊：海邊奇幻之地》繪本內的所有畫作於香港藝術中心展出。

All artworks of the illustration book *Daisy Fairy and The Bear: From the Beach to Wonder* were displayed at the Hong Kong Art Centre.

TWGHs i-dArt Collaborations with Various Organisations

TWGHs encourages service users to challenge themselves and proactively seeks collaboration opportunity for them. In 2020, TWGHs "i-dArt" gained support from The Goldman Sachs Group, Inc., the online shopping platform The Club Shopping and the Hong Kong Art Centre to auction, sell and exhibit their art pieces respectively.

愛不同藝術家的畫作。
Work of i-dArt artist.



繪本以中英雙語印製。
The Illustration Book is published in both Chinese and English.

優越展才——不同能力青年發展計劃

為了讓即將畢業的智障青年適應就業環境，本院推出「優越展才——不同能力青年發展計劃」，以個人及小組方式，為智障青年提供與個人發展相關的培訓，並透過家長教育加強家長對子女的支持。

智障年輕人在小組中學習表達自己的想法，提升與別人溝通的技巧。

Teenagers with intellectual disabilities learned to express their views in group activities to hone their communication skills.



Go Ahead with All Abilities Programme

In order to enable young graduates with intellectual disabilities to adapt to the employment environment, TWGHs launched "Go Ahead with All Abilities Programme" to equip them with the required knowledge and skills related to their personal development through individual and group work. In addition, education programmes were organised for parents to strengthen their support to their children.

藝術愛漫遊——「閃亮非凡藝術服務計劃」

東華三院於2020年4月起舉辦藝術愛漫遊——「閃亮非凡藝術服務計劃」，透過由藝術家帶領一系列以共融及創意老年為概念的視覺、音樂及表演藝術活動，就「老化」一詞為不同能力的參與者帶來全新且正面的詮釋。而計劃的創作成果亦於2020年11月在賽馬會創意藝術中心舉行的「東華三院150周年誌慶活動——『幸福·森林』藝術聯展」內作公開展出。



ARTour - AURORA Arts Service Project

TWGHs launched the "ARTour - AURORA Arts Service Project" in April 2020 to promote the concept of inclusive and creative ageing, allowing participants with different abilities to take part in immersive art collaborations led by artists. The Project featured a series of thematic visual arts, music and performing art workshops, injecting a new and positive meaning to the term "ageing" for participants with all levels of abilities. Art creations were exhibited in the "TWGHs 150th Anniversary - Joint Arts Exhibition" at Jockey Club Creative Arts Centre in November 2020.

年輕藝術家伙拍一眾院友，以藝術元素美化本院屬下院舍平凡角落，為使用者及訪客帶來新體驗。

Residents joined hands with young artists to embellish an ordinary corner of a TWGHs elderly home with artistic elements, bringing new experience to both service users and visitors.

「護」老「童」心。互聯網計劃

繼成功舉辦「『耆光照耀東』織網計劃」後，本院胡其廉長者鄰舍中心再度獲社區投資共享基金資助3,493,000元，於2020年4月起推行為期3年的「『護』老『童』心。互聯網」計劃。計劃透過「社、福、商、校」跨界別協作模式，於耀東邨繼續加強長者及護老者的互助網絡，推動他們成為「爺嫲導師」，讓他們發揮所長，提升社區參與，為有需要的家庭提供託管兒童服務，以減輕邨內雙職家庭的照顧壓力。此外，計劃鼓勵「爺嫲導師」與邨內兒童及其家庭合作組成「跨代聯盟」網絡義工隊，關愛邨內有需要的長者及護老者，共建鄰里支援網絡，促進跨代共融。



“Carers” x “Children” Caring Community Network

Building on the success of “Light Up Yiu Tung with Care Networking” Project, TWGHs Wu Ki Lim Neighbourhood Elderly Centre again received a support of \$3,493,000 from the Community Investment and Inclusion Fund to launch a 3-year project titled “ ‘Carers’ x ‘Children’ Caring Community Network” in April 2020. The Project adopted the “Community-Welfare-Business-School” cross-sectoral collaboration model to continue to enhance the mutual help support network for elders and carers in Yiu Tung Estate. They were also motivated to become “Grandparent Instructors” who contributed their strengths to the community by providing after-school care service to children so as to reduce the burden of dual working parent families in the community. Moreover, “Grandparent Instructors” were encouraged to form an “Inter-generational Volunteers Team” in collaboration with children and their families in the estate to show care and love to other needy elders and caregivers within the estate, jointly building a neighbourhood support network and promoting inter-generational inclusion.

成為「爺嫲導師」的長者為邨內有需要的兒童及其家庭提供託管服務。
Elders assuming the role of “Grandparent Instructors” provided after-school care service to children and families in need in the estate.

促進社區精神健康

Fostering Mental Well-being in the Community

東華三院「活出快樂時光」計劃

為促進長者及護老者的精神健康，東華三院「活出快樂時光」計劃設計了一系列身、心、靈活動及工作坊。此計劃運用身體律動和靜觀概念推出了「樂動教室」網上教學短片，讓長者及護老者透過網上學習，提升更多正能量及快樂力量。此外，本院以改造生活空間為主題，舉辦了「齊創快樂空間」活動及員工培訓工作坊，讓院舍員工認識環境與長者心理情緒的關係，實踐「快樂空間」設計，營造使人放鬆及具有愉悅氣氛的環境，讓服務使用者享受優化空間所帶來的歡樂，從而提升生活的快樂感。



護老者透過練習身體律動感受活動帶來的正能量。
Practising body movements, caregivers felt the positive energy brought about by the activities.

TWGHs “SOAR” – Happy Living Project

In order to promote the mental health of elders and caregivers, TWGHs “SOAR” – Happy Living Project designed a series of physical, psychosocial and spiritual activities and workshops. The Project launched an online teaching video “Happy Movement Studio” based on body movements and mindfulness concepts. Through online learning, elders and caregivers could enhance their positive energy and happiness. In addition, the Project made use of living space renovation to organise the “Create Happy Space” activities and staff training workshops, which enhanced our staff awareness of the relationship between the environment and the psychological emotions of the elders. Staff members could practise the design of “Happy Space” and create an environment that allowed the service users to relax in a pleasant and optimised atmosphere, so as to achieve greater happiness in life.



「樂動教室」鼓勵長者及護老者透過身體律動為自己減壓。
“Happy Movement Studio” encouraged elders and caregivers to relieve stress and pressure through practising body movements.

「華人長者靈性研究」回顧

東華三院自2009年起，與香港大學秀圃老年研究中心合作，進行「探討及提升香港與上海長者靈性研究」計劃，並邀得香港理工大學應用社會科學系及上海華東師範大學人口研究所參與，先後研究並出版多份報告，同時發展出多項介入手法，以促進長者靈性健康。計劃踏入第十年，至今仍屬本港少數對長者靈性進行探討和研究的項目。十周年之際，東華三院圓滿人生服務對過去的研究成果進行回顧，透過製作動畫短片、人物專訪短片及各式宣傳品，加強推廣華人長者靈性提升的自助方法，並喚起社會大眾對長者靈性健康的關注。

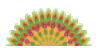
人物專訪短片由計劃領航人分享研究項目的緣起、內容和成果。

An interview video was produced featuring the project leaders, who shared how and why the Research Project was started, as well as important findings and results of the research.



A Review on “Enhancing Spirituality among Chinese Elders” Research Project

In 2009, TWGHs started “A Study on Assessing and Enhancing Spirituality among Elders in Hong Kong and Shanghai” in collaboration with Sau Po Centre on Ageing, The University of Hong Kong, with the support from the Department of Applied Social Sciences of Hong Kong Polytechnic University and Institute of Population Studies of East China Normal University, Shanghai. Since then, several reports had been published and a number of intervention protocols were developed accordingly, aiming at enhancing the spiritual well-being of Chinese elders. The Project has entered its 10th year and is still an unprecedented research in Hong Kong, which explores and enhances spirituality among Chinese elders. TWGHs Endless Care Services conducted a 10-year review on the Project, so as to further promote self-help spirituality among the elderly through a series of publicity initiatives including a short animation, an interview video and various promotional materials, in the hope of arousing public awareness of the spiritual health of the elderly.



樂群地區支援中心及樂群家居照顧服務的 服務擴展

因應在港少數族裔殘疾人士的需要，社會福利署在東華三院樂群地區支援中心設立兩個為期3年的「少數族裔地區大使」職位，把復康服務推廣至少數族裔社區，支援少數族裔人士融入主流復康服務。在本院董事局撥款支持下，本院家居照顧服務擴展至東涌赤鱗角新村，並已於2020年8月投入服務，以滿足東涌地區的服務需要。

Service expansion of Lok Kwan District Support Centre and Lok Kwan Home Care Service

In response to the needs of disabled people in ethnic minority communities, the Social Welfare Department specifically set up 2 positions of "Ethnic Minority District Ambassador" in TWGHs Lok Kwan District Support Centre for 3 years, aiming at promoting rehabilitation services to the communities populated with ethnic minorities and helping them integrate into the mainstream rehabilitation services. With the support from TWGHs Board of Directors, TWGHs Home Care Service expanded to Tung Chung Chek Lap Kok New Village and commenced operation in August 2020 to fulfill the needs of Tung Chung district.



在離島居住的殘疾人士在東華三院樂群地區支援中心積極參與小組活動。
People with disabilities living on outlying islands participated actively in group activities held in TWGHs Lok Kwan District Support Centre.

創辦社會企業，為弱勢社群提供就業機會

Creating Job Opportunities for Disadvantaged Groups through Social Enterprises

社會企業產品傳達關愛訊息

本院社會企業iBakery於2020年製作薑餅曲奇「食得落肚的問候——打氣薑餅」，為醫護打氣。由於反應熱烈，iBakery於本年度繼續推出有關產品，為顧客提供傳達關愛訊息的另類選擇。iBakery合共製作了超過30,000塊打氣薑餅。此外，為協助受疫情影響的人士解決燃眉之急，東華三院煮餸易推出「支援餸菜包/湯包」計劃，以特別優惠價為社會福利機構、企業及善長供應新鮮餸菜包及湯包，派發予基層家庭。年內，除了本院社會服務單位外，東華三院煮餸易亦為香港中華煤氣有限公司、葉志成慈善基金會及基督教家庭服務中心等合作企業機構，合共製作逾35,000份「支援餸菜包/湯包」。

Sending Caring Messages via Social Enterprise Products

TWGHs iBakery produced "Cheering-up Gingerbread" to buoy healthcare staff up in 2020. With an overwhelming response, the production was continued this year to provide customers with an alternative choice for delivering caring messages. The bakery team produced a total of 30,000 pieces of gingerbread. Besides, to help people with urgent needs for food amid the pandemic, TWGHs CookEasy launched the "Caring Food/Soup Packs" Programme to provide social and welfare organisations, corporations and donors with fresh food packs and soup packs at special discounted prices for their distribution to needy families. During the year, in addition to TWGHs community service units, a total of 35,000 "Caring Food/Soup Packs" were also produced for our partners including The Hong Kong and China Gas Company Limited, Ip Chi Shing Charitable Foundation and Christian Family Service Centre.



東華三院iBakery製作團隊全心全意製作不同的產品。
The production team of TWGHs iBakery devoted themselves to making different products.



東華三院iBakery製作「食得落肚的問候——打氣薑餅」。
"Cheering-up Gingerbread" produced by TWGHs iBakery.



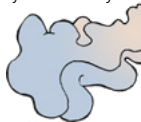
東華三院煮餸易團隊合力製作餸菜包，為有需要人士提供支援。
With concerted efforts, TWGHs CookEasy produced the Caring Food Packs to render support to the needy.

建立企業伙伴合作，支持社企持續發展

在疫情下，本院社會企業繼續積極開拓銷售渠道。除了配合市場對網購的需求，完善東華三院煮餸易及東華三院iBakery網店的訂購、付款及送貨流程外，本院亦與企業伙伴合作，讓產品接觸更多顧客群，例如安排東華三院煮餸易新鮮餛飩菜包及湯包在一田超市寄售，而東華三院iBakery節日產品則在素食餐廳「無肉食」的旺角及北角分店設立自取點，方便顧客購買。

東華三院iBakery與陽明山莊一年一度的「慈善曲奇義賣日」在2020年11月1日舉行，雙方是次已是連續第四年合作，並獲70位義工響應參與。各義工不但於義賣當日嚴謹遵守社交距離措施，更提前1個月在網上開始預售，以接觸更多顧客。

「慈善曲奇義賣日」獲共70位義工參與。
A total of 70 volunteers participated in "Hong Kong Parkview Charity Cookie Day".



"Hong Kong Parkview Charity Cookie Day", an annual collaboration between TWGHs iBakery and Hong Kong Parkview, was held on 1 November 2020. This was the 4th consecutive year of the collaboration, with 70 volunteers participating in it. The volunteers not only strictly complied with social distancing measures, but also started an online sales programme 1 month prior to the event to reach more customers.

社企推動共融，發揮社會效益

東華三院iBakery成立10年以來，其產品及服務一直廣受顧客認同。為發揮更大社會效益，東華三院iBakery於年內透過3項評估工具收集數據，結果反映東華三院iBakery的殘疾僱員普遍在工作兩年後，工作能力得到顯著提升，而大部分殘疾僱員在社會企業的工作中均獲得滿足感。此外，殘疾子女就業對家人帶來正面影響，而公眾人士亦透過社會企業增進對殘疾人士的了解和接納。

東華三院iBakery向本院屬下社會企業和職業復康服務員工分享知識及經驗。
TWGHs iBakery shared their knowledge and experience to the staff members of the Group's social enterprises and rehabilitation services.



social enterprises. In addition, the employment for people with disabilities had a positive impact on their families. Public awareness and acceptance of people with disabilities were also enhanced through knowledge gained from social enterprises.



東華三院BiciLine單車生態旅遊社會企業擴展生態旅遊路線

東華三院BiciLine單車生態旅遊社會企業致力培訓青少年成為導賞員及項目助理，以協助本院提供多元化的本地旅遊導賞團、企業培訓及義工協作活動。連接屯門至馬鞍山的單車徑主幹線於2020年9月竣工，全長60公里，而新開放的元朗至上水單車徑更途經多個自然及文化景點。有見及此，東華三院BiciLine單車生態旅遊社會企業擴展其生態旅遊路線，讓市民可享更多本地旅遊選擇，同時為青年人提供更多展現才能的機會。

元朗攸墨路路段的單車徑。
The cycle track section along Yau Pok Road in Yuen Long.
(圖片來源：香港政府一站通 / Picture Source: GovHK)



Eco-tour Route Expansion of TWGHs BiciLine Cycling Eco-Tourism Social Enterprise

TWGHs BiciLine Cycling Eco-Tourism Social Enterprise (TWGHs BiciLine) aims at training youth to be tour guides and project assistants who can help in providing diversified local tours, team training and corporate voluntary services. In September 2020, the construction work of the 60km-long bikeway backbone between Tuen Mun and Ma On Shan was completed. Meanwhile, the new cycle

track linking Yuen Long with Sheung Shui runs across a number of scenic spots and cultural attractions. In view of that, TWGHs BiciLine expanded its eco-tour route to provide the public with more alternatives for local travel and provided more opportunities for the youth to unleash their talents.



「銀幸照相館」拍攝計劃

本院一直積極為屬下社會企業員工提供多元培訓及工作經驗，以提升服務質素。東華三院映誌高於2020年4月以跨代共融及共創為主題，開展為期兩年的「銀幸照相館」拍攝計劃。計劃提供至少20次創意拍攝，並服務約400名年輕長者及其家人。年輕長者於拍攝過程中參與拍攝主題的討論，表達他們的喜好和想法，而東華三院映誌高團隊及青年人則就拍攝意念、造型及化妝給予意見，以呼應主題。



“Old My Dear” Shooting Project

The Group has been proactively providing diverse training and work experience for staff at its social enterprises to enhance its service quality. In April 2020, TWGHs Image Pro initiated the 2-year “Old My Dear” Shooting Project under the theme of inter-generational inclusion and creation. The Project provided at least 20 creative photo shooting sessions to around 400 young-olds and their family members. The young-olds participated in the discussion on the shooting themes and expressed their preferences and thoughts. The TWGHs Image Pro crew together with the youth helped to finalise the shooting ideas as well as the image and styling for the young-olds.

參與長者在東華三院映誌高團隊的鏡頭下表情豐富，動作活潑。
Elders showed different facial expressions and brisk body movements in front of TWGHs Image Pro crew's camera.

透過研究、會議、海外視察及交流計劃，提升專業形象及水平

Enhancing Professional Image and Capability through Researches, Conferences, Overseas Visits and Attachment Programmes

樂齡科技博覽暨高峰會2020

東華三院於2020年11月20日參與由香港特別行政區政府與香港社會服務聯會合辦的「樂齡科技博覽暨高峰會2020」，展示本院安老及復康服務單位所採用的創新科技產品，以及簡介有關產品如何提升長者的生活質素，讓他們安享愉快而有尊嚴的晚年。本院於活動當日介紹全港率先使用智能寵物為溝通媒介的「智能海豹智友趣探訪服務」。



Geronteck and Innovation Expo cum Summit 2020

On 20 November 2020, TWGHs participated in the “Geronteck and Innovation Expo cum Summit 2020” jointly organised by the Hong Kong SAR Government and Hong Kong Council of Social Service. The Group showcased the innovative information technology products adopted by TWGHs elderly and rehabilitation service units, and demonstrated how such products could enhance the elderly's living quality and enable them to lead a happy life with dignity. At the Event, TWGHs introduced “TWGHs PARO Therapeutic Visiting Service”, the first Therapeutic Visiting Team to use a robotic pet as a communicator in Hong Kong.

本院於活動中分享服務經驗，向公眾推廣屬下的安老服務。
The Group shared its service experience in the event to promote the Group's elderly services to the public.

優勢模式幫助精神復元人士實踐人生目標

「優勢模式個案管理」以著重殘疾人士的個人優勢和可用資源的模式，提供復康服務。東華三院樂康軒於2017至2019年間，以隨機對照試驗研究方法，進行了「優勢模式個案管理」研究，探討不同精神健康介入模式對復元人士所帶來的成效。東華三院樂康軒於2020年10月22日，與香港大學社會工作及社會行政學系謝樹基教授舉辦了研究發布會，講解研究結果及成效。研究結果顯示，與傳統的介入模式相比，「優勢模式個案管理」提升了18至59歲受精神健康問題困擾的人士在復元目標上的達成程度，此模式亦有助60歲以上的研究參加者在個人復元和提升希望感方面取得進展。研究結果亦發現，即使年資較短的社工應用此模式，也有同樣正面的效果。



Help of Strengths Model to People Recovered from Mental Problems to Make Progress towards Their Goals

“Strengths Model Case Management” (SMCM) provided rehabilitation services with a focus on the advantages and available resources of the disabled people. Between 2017 and 2019, a research using the randomised controlled trial method was conducted by TWGHs Lok Hong Integrated Community Centre for Mental Wellness, aiming at evaluating the impacts of the interventions on service users before and after receiving the SMCM. A conference, led by Prof. Samson TSE, Professor of Mental Health in the Department of Social Work and Social Administration, The University of Hong Kong, was held on 22 October 2020 to share the significant outcome of the research study. The study found that users aged 18-59 years old benefitted from the SMCM intervention and made better progress towards their goals. The SMCM intervention also helped mentally distressed participants aged 60 or above make better progress in terms of personal recovery and hope, compared with traditional approaches in psychiatric rehabilitation. The findings also showed that SMCM benefitted junior social workers as a structured professional tool to deliver effective psychosocial services to their service users.

嘉賓於「優勢模式個案管理」研究發布會上合照。
A group photo of guests at the press conference on the research of “Strengths Model Case Management”.



復康服務推動園藝治療以提升殘疾人士生活質素

本院致力利用園藝治療，為殘疾人士提供優質的復康服務。年內，本院培訓逾60位園藝治療師，為不同的殘疾人士提供訓練及康復治療。另外，本院分別與香港大學及香港理工大學合作研究園藝治療的成效，讓復康服務員工可更有效地應用園藝治療的不同處方。此外，本院成立園藝治療師同學會，鼓勵復康服務員工實踐交流園藝處方，從而進一步改善服務質素。



Use of Horticulture Therapy by Rehabilitation Services to Enhance the Quality of Life for the Disabled

The Group has been keen on adopting horticulture therapy to provide quality rehabilitation services to the disabled. During the year, over 60 rehabilitation service team members were trained up as qualified horticulture therapists who rendered horticultural training and therapy to different disabled persons. In addition, to enhance the effectiveness of horticulture therapy, joint research studies were conducted by the Group, The University of Hong Kong and The Hong Kong Polytechnic University to enable rehabilitation service team members to apply various i-Greenery programmes in a more effective manner. Besides, a horticulture therapist alumni was established to encourage exchange of horticulture therapy among the team members to further improve the service quality.

本院致力利用園藝治療，為殘疾人士提供優質的復康服務。
The Group is dedicated to adopting horticulture therapy to provide quality rehabilitation services to the disabled.

預防青少年戀愛暴力研究及教育小組手冊成效評估發布會

為預防青少年戀愛暴力，東華三院芷若園與香港城市大學社會及行為科學系在2017至2019年間，進行青少年戀愛暴力研究並評估相關教育小組的成效。成效評估發布會於2020年10月9日以網上形式舉行。研究結果顯示，青少年戀愛教育的焦點須強調旁觀者的角色及其影響力。另外，小組教育成效則強調運用朋輩互相影響的力量，幫助青少年建立健康的戀愛觀。



Breaking the Cycle – Programme Evaluation and Study on Dating Violence Prevention and Education of Teens

In order to prevent dating violence among the youngsters, TWGHs CEASE Crisis Centre and the Social and Behavioural Sciences Department of City University of Hong Kong joined together to conduct a Study on Dating Violence Behaviours and Attitudes among Adolescents and an evaluation on the group manual of love education for the teenagers between 2017 and 2019. A press conference on the Study was held online on 9 October 2020. The result of the Study demonstrated the importance of bystander effects on preventing dating violence. In addition, for the effectiveness of the educational group, it highlighted the use of peer influence in cultivating a healthy and intimate non-violence relationship in youth.

發布會邀得香港城市大學社會及行為科學系教授黃成榮先生(中)和蔡惠敏博士(右二)及新界崇德社代表傅金女女士(左二)出席及探討青少年戀愛暴力議題。
Prof. WONG Sing Wing, Dennis (centre) and Dr. CHOI Wai Man, Anna (right 2), professors at the Social and Behavioural Sciences Department of City University of Hong Kong, and Ms. FU Kam Lui, Betty (left 2), representative from Zonta Club of the New Territories, were invited to attend the Event and discuss dating violence among teenagers.

第五屆亞太區問題賭博及成癮問題研討會

承蒙平和基金及東華三院董事局成員贊助，本院於2020年11月27及28日以網上形式舉辦「第五屆亞太區問題賭博及成癮問題研討會」，並以「創新與科技世代中的挑戰及介入」為主題。研討會邀請多位國際知名學者和專家參與主題演講及帶領研討會後工作坊，並設有不同主題的論文演講及業界分享環節，就預防問題賭博和成癮問題交流意見。



The 5th Asian Pacific Problem Gambling and Addiction Conference

With the support from Ping Wo Fund and Board Members of the Group, "The 5th Asian Pacific Problem Gambling and Addiction Conference" themed around "Challenges and Interventions in the Era of Innovation and Technology" was held online on 27 and 28 November 2020. A number of international renowned scholars and experts were invited to deliver keynote speeches and lead the post-conference workshop. The Conference also had paper presentations and sharing sessions on different themes, so that participants could exchange views on the prevention of problem gambling and addiction problems.



民政事務局常任秘書長謝凌潔貞太平紳士(左圖)及文穎怡主席(右圖右三)擔任開幕禮的主禮嘉賓及致辭。
Mrs. TSE LING Kit Ching, Cherry, JP (left photo), Permanent Secretary for Home Affairs, and Ms. Ginny MAN (right photo, right 3), the Chairman, officiated and delivered speeches at the Opening Ceremony.

